

MSM Special Interest Group

Meeting to be held on Tuesday 12th July 2011

At University of Warwick,
Sir William Lyons Road, Coventry, Warwickshire, CV4 7EZ



AGENDA

- | | | |
|--------------|--|--|
| 09:30 | Registration & Coffee | |
| 10:00 | Introduction & Welcome | Mike Reaney
SIG Chair |
| 10:10 | User Group Update | Adam Cundell
User Group |
| | Latest from the User Group including an update on this year's Annual Conference. | |
| 10:30 | Niscayah | Ralph Onken
(Niscayah / ePocket) |
| | Niscayah implemented SAP in 2007 including ERP (Finance, Sales, Project Management and Logistics), CRM (Sales, Service Order handling / service contracts); and BW. | |
| | In 2010, their Norwegian operation implemented a mobile service solution, linked to both SAP CRM and ERP, via the PI interface to provide 160+ field engineers with a mobile solution fully integrated with SAP. | |
| | The delivered solution provides a works order scheduling solution, together with an off-line mobility for work order management, time and material recording, expenses, checklists, customer signature and photo capture, with a multi-lingual capability and cross-platform mobile support. | |
| 11:15 | COFFEE & NETWORKING | All |
| 11:30 | Improving usability of a SAP Console based application | Richard Wilkins
& Will Owen
Mars |
| | Learnings from a project to improve a handheld barcode reader used in maintenance stores. | |
| 12:00 | Customer Engagement Initiative Update on MSN Related Topics & Continuous Improvement Update | Mike Reaney
SIG Chair |
| 12:30 | LUNCH & NETWORKING | All |
| 13:30 | Device and platform selection for mobile service. | Motorola |
| | Presentation covering device selection (ruggedized on non-ruggedised), device market trends and platforms. | |

Hosted By

We reserve the right to change the agenda at any time

Sponsored By



MSM Special Interest Group

Meeting to be held on Tuesday 12th July 2011

At University of Warwick,
Sir William Lyons Road, Coventry, Warwickshire, CV4 7EZ



AGENDA

- | | | |
|--------------|---|------------------------------|
| 14:15 | Fraport (Frankfurt Airport) | Alberto Zamora,
Movilitas |
| | <p>case study on the implementation of a mobile solution to run preventive maintenance in more than 400 buildings of the Frankfurt airport. Fire shutters and other equipments (maintained in the SAP R/3 PM backend) are equipped with RFID tags and automatically recognised by the handheld based mobile application.</p> <p>The service technicians run the inspections, write in the tag the timestamp of the last inspection and automatically confirm the work order which is seamless synchronised to the SAP backend system.</p> | |
| 15:00 | Mobility projects | iQlink |
| | <p>Security and device management – other things to consider on a mobile project and lessons learnt</p> | |
| 15:30 | Panel Q&A/Summary | |
| 15:45 | Any Other Business & Close | All |

Hosted By

We reserve the right to change the agenda at any time

Sponsored By

